# REGISTERED COMPANY NUMBER: 05881757 (England and Wales) REGISTERED CHARITY NUMBER: 1120110

# REPORT OF THE TRUSTEES AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

**FOR** 

BLACKBURN WITH DARWEN CARERS SERVICE LTD

TLL Accountants Ltd Chartered Accountants 7-9 Station Road Hesketh Bank Preston Lancashire PR4 6SN H

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# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **OBJECTIVES AND ACTIVITIES**

#### Objectives and aims

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the charity commission relating to public benefit.

The objective of the charitable company is to relieve the need of persons who are ill, disabled or who are elderly and have a charitable need, primarily but not exclusively resident or working in Blackburn with Darwen and the surrounding area, by the provision of advice, information and support to those persons, their relatives or carers with the object of improving the conditions of life of the said beneficiaries.

#### **Our Mission**

Blackburn with Darwen Carers Service exists to provide a 'one stop' carers centre that offers support, information and advice to all unpaid carers within Blackburn with Darwen.

We want to raise awareness of the needs of carers, encourage carers to participate and have a voice.

#### **Our Vision**

Our vision is of a community in which carers have a voice and their needs are recognised and respected. That they are empowered to achieve their goals and aspirations in their caring role.

#### Carers Service Strap Line

Support for family members caring for someone where there is an illness or disability.

Bringing carers and the carers service together as expert partners to ensure carers needs, wishes and feelings are at the heart of everything we do.

Supporting you so you can help those you care for.

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### **OBJECTIVES AND ACTIVITIES**

#### Significant activities

Blackburn with Darwen Carers Service exists to provide a 'one stop shop' approach to offering information, advice and support to all unpaid carers within Blackburn with Darwen. The service aims to raise awareness of the needs of unpaid carers and will support carers to have a voice and improve the quality of services that are available for carers and their dependents.

The Carers Centre is a base for carers to access one to one support and group support. Trained Carers advisers are available to offer information and to sign post to other organisations.

There are regular activities and training opportunities to give carers a break from their caring role.

- · An open-door service for as long as carers need it
- · A full activity, trips and events programme
- · Craft and social groups
- · Working' carers groups who support the service through their experiences, knowledge and consultation
- Dementia Peer support and information workshops
- Benefits advice/support/home visits (fantastic success record)
- · Support for carers to access respite grants to enable carers to have a break or holiday
- Complimentary therapies, e.g. full massage (subsidised by the Carers Service)
- · Professional counselling sessions
- Life after caring workshops enabling carers to 're-establish' themselves after caring
- Mon Fri service including Out of hours' service 5-9pm
- Face to Face 1 to 1 and advocacy support with highly experienced and knowledgeable advisers
- Support for carers who support someone with an addiction, Mental ill health, a learning or physical disability, long
- term and short-term conditions.
- · Coordinated in house and specialist support for a holistic family approach
- · Supporting carers with their health and well-being
- Carers Discount Cards local businesses offering discounts for carers
- Emergency Planning for carers
- · Lasting Power of Attorney form filling Service

#### Public benefit

The Trustees have considered the Charity Commission guidance regarding public benefit and are content that the Charity has met the requirements as described above

### Grantmaking

Small grant programmes organised by the charitable company are managed in accordance with guidance and rules set down by our external partners. They are for activities which conform to the objects of our charity and are distributed to eligible candidates.

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### **OBJECTIVES AND ACTIVITIES**

Volunteers

Total of 30 new Volunteers in 2020/2021 Total of 99 volunteers Total hours - 2,965 hrs

This equates to £32,615 (Based on £11.00 per hour)

"Although the role is new to me, I can honestly say I'm really enjoying our conversations. It is making a difference for me having someone to call regularly as it keeps me in routine. I feel I am able to stay occupied and it's always nice to share conversations with someone other than your family who you see every day".

#### Volunteer Case study

At first, I contacted the Service due to a recommendation for a vacancy I had seen. I applied for the post and hoped for the best whilst also enquiring about any volunteer opportunities. I didn't get the job but put myself forward as a volunteer thought if another position comes up I would have more understanding of the service and hopefully a better chance as it's a great service.

In the past I've worked as a children's social worker and was never quite into the idea of working as an adult social worker due to my limited understanding of the role and what was involved.

Having supported my carer as her befriender I now have a different perspective and feel as though I have been in a social worker role supporting her, it's amazing how well she does for herself with not much family or friends. Although we're both from different ethnicities or cultures we're just the same with similar issues to which we can support one another. Our chats can go on about anything from what we did in our day to putting the world to rights!

I like to praise her when she tells me how she's got on with certain tasks or issues as it helps boost her confidence which has been evident in her voice. It's a great feeling enabling her to see what she has achieved and how far she has come. We've created a great understanding in this short space of time where we can sense how the other is feeling through the sound of their voice, during such times I like to distract her from her troubles and focus on the positives.

It's not only her but we both share our ups and downs which is great! "It's like scratching each other's back". We feel totally comfortable in each other's company and we're all really the same no matter what background or ethnicity just looking for some support. I believe helping someone is just the same as giving charity like making them smile and feel good about themselves.

To help keep my mind off things I've been keeping myself busy with DIY at home and sewing but really look forward to regular chats with my carer. I am hopeful to soon meet face to face once restrictions are lifted it would be nice to meet for walks etc.

This has opened doors to the career path I'd like to pursue which is pushing me towards Adult Social work and I do feel this could be the role for me.

Thank you for the opportunity to volunteer, it's kept me going through lockdown or it would have been a struggle as I'm currently not working so staying occupied has really helped me keep focused

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

### ACHIEVEMENT AND PERFORMANCE

Charitable activities

# **REVIEW OF ACTIVITIES**

Carers Respite Grants (Individual) - ended Sept' 2019

9
1
arers

#### Demographics of new carer referrals

Demographics of new carer rejerrals	
Blackburn	77%
Darwen	21%
Others	2%

# Activities all held remotely via Zoom and Teams

- 12 weeks Activity plan
- Live video sessions
- · Recorded video sessions
- Support group sessions
- Mandela Art
- · Craft sessions
- Mental Health and Wellbeing events
- Coffee mornings
- Quiz nights
- Line Drawing
- Ramadan Recipes
- Musicals
- Creative writing
- Party makeup
- · Recycling
- · Valentine activities

### Workshops

- Life After Caring
- Writing
- Confidence
- Self care
- · Dealing with bereavement
- Time to talk
- Stress Hypnotherapy
- · Men's Health
- Happiness in a nutshell
- Mindfulness
- Shirin Energy Healing
- Staying positive with Dementia
- Saving you money

#### Events

- Carers Week
- AGM
- · Carers Rights Day
- Dying Matters
- International Women's Day
- VE Day Celebrations
- Burns Night
- St Patrick's Day
- Mental Health and Well Being

### Exercise

- Walking
- Zumba
- Dance

#### **Virtual Trips**

- Chester Zoo
- Great British Garden

# Competitions

- Short Stories
- Easter Bonnet
- Quizzes
- Photography

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### **Activities Feedback**

When lockdown was announced we had a lot of carers who contacted us showing anxiety and fear and not knowing where they would go for support. As a service we reacted very quickly and set up groups and activities on zoom. This case study shows that through the groups and activities Harry was able to find support, reduce isolation and maintain his mental health.

One of the groups was the Working Carers group, and I had posted information on the group about home schooling as that was a topic being discussed.

Harry reached out:

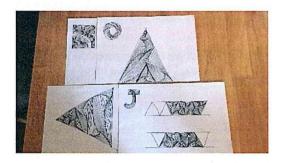
"Hey all have lots of home-schooling material but really struggling with our health at the moment, but suppose you can't do much at moment, will just have to survive"

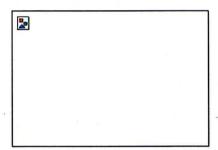
Well actually we are here to support carers under any circumstances. I picked Harrys message up and rang him to discuss how he felt and what we could do to help him. I also contacted his adviser to check in on him. Harry was at an all-time low and struggling to balance all the new responsibilities he had, his mental health was really bad. Together we put a supportive plan together to help Harry with his mental health and caring role, at that time he said he felt like the "cavalry had arrived". One of the things that helped Harry was separating all the tasks he now had to do because of lockdown and the new routines he had to build. Making time for relaxation and family time and not putting too much pressure on himself. This took away the feeling of isolation and being overwhelmed by everything falling on his shoulders. Harry took part in all the workshops we delivered around self-care and dealing with anxiety and with getting to grips with new techniques he was able to deal with lockdown and his caring responsibilities.

Below, some of the feedback from Harry throughout his journey.

Self-Care Workshop "Thank you so much for keeping me in the loop I loved Danielle's workshop, now my hands are well cared for."

Line Drawing Workshop "this has really helped me to stay calm I am so proud of some of the drawings I have been able to do, didn't know I had it in me"





"The activity packs just kept me going and going, they had everything I needed to keep my mind active and the exercise bands were used by the whole family, each day we all had a delve in the pack, my children got involved and the misses loved the pamper stuff"







"Had I not received the support of the Carers Service I don't think I would have made it through lockdown, my mental state was so bad at the beginning I wasn't able to care for my family we would have all suffered."

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### **Activities Case Study**

During Lockdown, it was lovely to be remembered, I felt a part of something, I felt someone was keeping me in their thoughts

My caring role has been really difficult and rewarding, I have been a carer for nearly 20 years that's basically since my 50s, first for my mother then for my husband who started with early signs of dementia in 2013.

During this period of time I didn't contact the carers service.

After his diagnosis in 2015, I began to feel very tired and run down and frustrated, really didn't have anyone to turn to. Finally, I contacted the carers service and they put so much in place, I was asked if I needed respite, no one had ever thought about me before, I started attended groups and trips and even went away on a short break. This really lifted my spirits and I continued caring, sometimes my husband was very difficult and aggressive and would wonder off, this was very difficult and I couldn't go to the carers center much. The 2hrs a month attending the group was a break. The difficulties continued, life for a period of time was just caring and very lonely. When my husband went into care he was very sick, I visited regularly helping to dress, clean and feed him.

Lockdown has been physically and emotionally draining, for my husband, he didn't know what was going on, no visits then visit in a pod, visits from a window it's been heart-breaking. During Lockdown he contracted Covid and then broke his leg, his hip, had an operation, was in hospital for a long time. The emotional drain on me has been huge.

One day after a visit to the hospital I came home to find a parcel, it contained an afternoon tea, you can't imagine how wonderful that felt on that day.

I have been through a rollercoaster during lockdown, if it hadn't been for the carers service I would have been going through this completely on my own, the carers service has been a lifeline. Being able to join people on zoom has been brilliant. You can be a part of something although isolated and at home.

My husband died at the beginning of March, since then I have been trying to deal with the grief and loneliness and then one day someone came to the door and gave me a Pen Pal kit. It's like an angel pops over every time I need someone.

The Pen Pal kit has prompted me to write to my friend in Burley who I haven't see for many years, the isolation didn't start during Covid it started when I became a carer, this will help me reconnect, I have made a list of who to write to, the lovely paper will help, I can get lost in my thoughts, writing and drawing the kit is fantastic.

The Carers Service has helped me through this journey, I did find time to give back and volunteer for the service, they made me feel welcome and a part of the community.

#### Link to activities and carers videos

- We are Blackburn with Darwen Carers Service https://youtu.be/00IZSzirSq0
- Feedback from a Carer <a href="https://youtu.be/buxyhbz764s">https://youtu.be/buxyhbz764s</a>
- Service update <a href="https://youtu.be/YdXsc48oQD8">https://youtu.be/YdXsc48oQD8</a>
- Young Adult Carers during quarantine https://youtu.be/tUMs6kRj4WY

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

- Alison during Volunteers Week https://youtu.be/7MEeNsfWUlc
- Kevin during Volunteers Week- https://youtu.be/zdYfg3C8gSk
- Delroy during Volunteers https://youtu.be/OPPhbnaWPJQ
- Terry volunteer for the Carers Service https://youtu.be/Zo5gGXd1zbo
- Janet volunteer for the Carers Service <a href="https://youtu.be/V4ghikVW4PI">https://youtu.be/V4ghikVW4PI</a>
- Kiran Volunteer Co-Ordinator <a href="https://youtu.be/RJApGUv3EOo">https://youtu.be/RJApGUv3EOo</a>
- Clare Benefits Advisor https://youtu.be/EkakRCFTS1g
- Emma A carer story https://youtu.be/CWJL3fQwPGs
- Walk a mile in a Carers Shoes <a href="https://youtu.be/ysNMoX683">https://youtu.be/ysNMoX683</a> U
- Making Medical Masks <a href="https://youtu.be/OZpT6Rg\_7eE">https://youtu.be/OZpT6Rg\_7eE</a>
- Clapping for Carers https://youtu.be/hChyLkN\_wSg
- Teddy Bears Picnic https://youtu.be/gkfsz6Y2AZU
- Kulsum Walk a Mile in a Carers Shoes https://youtu.be/7Q7roaJ5i9w
- Walking Group https://youtu.be/03HWGjIfyCw
- Young Adult Carers <a href="https://youtu.be/9-In54UJI7c">https://youtu.be/9-In54UJI7c</a>
- Damien from Health and Wellbeing Service https://youtu.be/zhpqMZPhE9k
- Michael reading an extract from a carer https://youtu.be/PAPLV09dXT0
- The Carers Service during Covid 19 https://youtu.be/ 67fubvxevM
- The Carers Service AGM https://youtu.be/vnN9rS-008A

#### Face book Links

- Writing Poems during Covid <a href="https://fb.watch/24TgmjslN4/">https://fb.watch/24TgmjslN4/</a>
- Do what makes you happy to keep your mind healthy by a Young Adult Carer <a href="https://fb.watch/24TIIAzAgI/">https://fb.watch/24TIIAzAgI/</a>
- Carer during lockdown and getting involved with the Carers Service <a href="https://fb.watch/24TsVXqALM/">https://fb.watch/24TsVXqALM/</a>
- Eddie maintaining his mental health https://fb.watch/24Tyj N1QN/
- · Karen delivering a session on self-care -

https://www.facebook.com/100000334572132/videos/3055279891159800/

- Blue Slate Farm <a href="https://fb.watch/24TXvB2nRK/">https://fb.watch/24TXvB2nRK/</a>
- Carers Service update in Urdu https://fb.watch/24U6-0IK2s/
- Update on the Carers Service in English https://fb.watch/24U907OYHs/
- Easter at home https://fb.watch/24Ufh\_qGVc/
- Guest of honor attending the coffee morning https://fb.watch/24UjjJ69we/



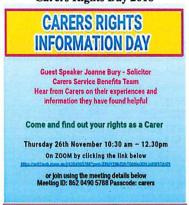
Carers Week 8th - 12th June 2020

Annual General Meeting 12th June 2019

Time			1
10:00	Log on to Zoom Carers Service Photos COVID update Welcome	Alan Pickup	Chair of Trustees
10.10	Treatment of the second	Than Island	7
10:20	Annual Accounts Page 15/16	Graham Brindley	Treasurer
10:30	AGM minutes 2019 Election of Officers	Sam Morris	CEO
	Annual Report Service updales		
11:00	Walking for Carers	Richard Flather	
	Photos		
	Carers and Volunteers		
11:20		Emma Hesketh	Carer
11.25		Heather Burns	Carer
11:30		Alicia McEvoy	Young Adult Carer
11:35		Terry Leslie	Young Adult Carer
11:40	Video Clip	Michael Strahan	On behalf of a care
11:50	Vote of Thanks	Clare Hobley	Head of Advisers
nt 5	Clap for Carers		

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### Carers Rights Day 2018



#### Feedback:

My first time on zoom, thank you Isma and Kulsum, really felt the information was useful. Very useful, I have applied for LPA.

Good Speaker.

More information events please. This was very good.

#### Benefits and Employment Worker

Centre and Library appointments 530
Successful applications 90
Value of successful applications £411,691

#### Benefit Support Feedback

Carer cares for her brother-in-law who suffers from multiple mental health needs. He recently had a telephone assessment to review his current entitlement to Personal Independence Payment. He was in receipt of the standard rates for his daily living and mobility needs but following on from the telephone assessment his PIP award was stopped. Carer wanted my advice and support on what to do next. I completed a mandatory reconsideration form giving details of how his mental health impacts on his daily living and mobility needs. I advised the carer about what evidence she would need to send with the completed MR form. She followed my advice and as a result the DWP reinstated his PIP and granted him the enhanced rate for his daily living needs and the standard rate for his mobility needs. His award was backdated to when it was stopped. With my help not only was his award reinstated and backdated he also received a higher entitlement. His total annual financial gain is £5,863 which includes a financial increase of £1,531.40p from his previous award.

### Achievements

Covid - 19 has given us our biggest achievements in this year is taking the Carers Service remotely. The Service adapted the way its works to meet the needs of carers through non-face to face opportunities.

The Service was 'business as usual' delivering Services by telephone and online platforms

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### Admin team:

- Information line
- · New referrals
- · Reopens
- Database Cleanse
- · Well Being checks
- Counselling
- Reports
- · Carer Identification letters

#### Advisers:

- · Information, advice and support
- · One to one session
- Assessments
- Signposting
- Updated leaflets and carers information
- Group support (via Zoom)
- Database Cleanse
- Emotional support wellbeing checks.
- · Carers Emergency Plans
- · Carers Discount Card

# Increased IT and Digital presence for both staff and carers

- · Social Media hits have increased significantly
- · Carers accessing digital platforms

Increased IT and digital skills and knowledge for both staff and carers

Access to funding for projects, activities, treats and PPE

Positive engagement with the team - thinking outside the box

Creative ways of working with the team - weekly staff quiz and goodies box delivered to each staff member

### Challenges:

Initial working from home

- Children
- Cared for
- · Lack of confidential space
- IT issues

Engaging with older carers and those who don't access IT platforms

An increase in challenges with mental health and well being

- COVID -19 worries
- Isolation
- Loneliness

Carers not being identified or acknowledged as a vulnerable group

- · Access to key worker benefits in supermarkets/shops
- An increase in requests for carers ID cards

Increase in benefit enquires due to furlough, job losses and self-employment Concerns regarding replacement care and respite whilst carers are shielding Funding put on hold or stopped as funders want to fund COVID related activities.

#### Benefit Workers:

- Information, Advice and support
- Form filling
- · Benefit checks
- Appeals

#### **Volunteer Coordinator**

- Support
- Recruitment
- Training
- Befriending
- · Lasting Power of Attorney
- Telephone and online Counselling

#### Positives of Remote Working:

Increased contact with carers

- Telephone
- Emails
- Zoom
- WhatsApp
- Door to door contact

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

# Keeping Carers up to date

The Service is keeping Carers updated with a monthly E- Newsletters

#### Risk assessments in place

- Business Continuity
- · Working from home risk assessments
- · Returning to the Office risk assessments

Successful funding applications
Increase in Carer referrals
Increase in Activities and support.
Continuation of working with local partners from all sectors
Continuation of Lasting Power of Attorney work
Increase in Social Media presence
Volunteer Academy
Membership of BNI - A leading business networking and referral organization
New Business partnerships

### **Young Adult Carers**



This project was funded by Eric Wright Group until March 2021

The project supports Young Adult Carers aged between 16 - 25 to ensure that their opportunities to access education, training, employment and leisure aren't adversely impacted by their caring roles.

#### Work Undertaken:

- · Workshops and life skills training
- · Peer support and group activities
- Trips specifically for the younger age group

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### ACHIEVEMENT AND PERFORMANCE

Fundraising activities/Income Generation - Fundraiser and Service Development work The Service continues to work with Carers Champions and Carers Discount organisation.

All carers are encouraged to register for a carers discount card and have an emergency plan completed

#### INCOME

Blackburn with Darwen Borough Council
The Rank Foundation
Triangle Trust
Ecclesiastical
Community Foundation for Lancashire and Merseyside
Big Lottery Fund

- Reaching Communities
- Awards for All

Carers Trust
Eric Wright Group
Shelter
Carers Activities
Student Social Workers
Gift Aid

Donations £2,625
Lasting Power of Attorney £1,062
Fundraising- Walking for carers- 2021 Challenge £485
Carers Dream Draw £1,684

### Carer Case study 1

Carer has recently taken on a caring role and needed support to understand and navigate the health and social care system. Cared for had been living with his mother until she died recently. When he came to live with the carer she had no idea of any difficulties he may have. She started noticing he was struggling with basic day to day living needs and suspects he may have a learning disability. She wanted information on how to get the right support for him and herself so she could meet his needs properly.

I advised her to contact his GP to find out if he ever had a diagnosis. If there is no diagnosis the GP can make the relevant referrals. Statutory assessments from social services namely need's assessment and carers assessment was discussed with the carer. An overview of possible benefits and other financial support for her to access was offered. Also, an explanation of lasting power of attorney and the support available from the service.

The carers was advised on the wellbeing services available to her through the carers service and was signposted to other relevant services both locally and nationally.

She was very appreciative of the information she received and was surprised about how much support was available from the Carers service. She said 'I've really learnt a lot today, thank you very much. You've helped simplify everything and now I understand things a lot better.'

As this case demonstrates the carer has benefited from having a service she can rely on to help her understand what support is available to her and the cared for. Without this support she could have become emotionally overwhelmed which could lead to relationship breakdown for both the carer and cared for. The wider implications of this would be that statutory services would have to meet the needs of the disabled person putting pressure on other services.

#### Darwen and Rural Case Study

Carer lives in one of the most rural parts of Blackburn with Darwen. She was walking her dog one afternoon and fell and was found by a member of the Carers Service Edgworth Memory Café. They were helped back to their home safely. The volunteer asked if they could refer them to the Carers Service to offer support as the lady was caring for a friend with dementia.

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### ACHIEVEMENT AND PERFORMANCE

The carer felt things were a real struggle and now she had broken her arm, things felt impossible.

The carer had presumed that because of the pandemic there was no support for her. The carer was supported and given information that if her friend had a social needs assessment she may be able to get help dressing and washing. The carer was very concerned that she had not been vaccinated for covid-19 and was weary of anyone visiting the house. The Service told the carer she was eligible for the vaccine and she booked an appointment that day. This was a huge weight of her shoulders.

Adult Social Care assessed and were able to put support in place until the carer was more mobile herself. The volunteer from the Services local dementia café also regularly kept in touch to offer emotional support. She also arranged for someone to help her walk the dog.

The carer said, "You contacted me at my lowest, I was worried I couldn't look after myself, the dog and especially my friend. Your support made everything so much manageable whilst I focus on getting myself better."

When restrictions are lifted she plans to join us at our Edgworth café for support.

The support she received during an especially difficult time prevented her from thinking the situation was hopeless. Now with the support she is more positive about the future and being able to carry on with her caring role.

#### FACTORS RELEVANT TO ACHIEVE OBJECTIVES

The Service is coming to the end of its 4th year of Big Lottery funding with 1 years remaining Additional funding will be sought to continue existing roles and develop new services Shelter funding has been continued for a further 1 years until 2021 Young Carers Funding is due to end this year. Funding is being identified

#### FINANCIAL REVIEW

### Financial position

The financial statements are as presented on pages 17 to 27 inclusive.

### Principal funding sources

The principal funders of the charitable company are Blackburn with Darwen Borough Council.

#### Investment policy and objectives

The Trustees regularly review the level of funds held and whether there is any need to invest amounts which may attract a better return. In the current climate there are no attractive interest rates but monies held in bank accounts are split between different banks in order to help protect against loss of funds if a bank were to go into liquidation. Most funds are required in the short to medium term and as such it is not appropriate to commit cash to long-term investments.

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### FINANCIAL REVIEW

The financial results for the year ended 31st March 2021 show that the service achieved a surplus of £15,561 for the year. This reflects the continued financially prudent manner in which the service is managed and governed. Despite a reduction of income the organisation has managed to operate at a small surplus. Whilst all funding outcomes for the next twelve months are not yet known it does appear likely that the charity will have another reduction in income level. Efforts are on-going to raise funds wherever possible and one-off opportunities appear from time to time but are difficult to anticipate. The Trustees are constantly balancing the requirement to retain service levels within these financial constraints and utilise reserves where that is deemed appropriate. Trustees and management remain confident that current service levels will be maintained over the next year.

#### Reserves policy

The Service has previously maintained reserves at a level that will enable the organisation to operate at reasonable levels to meet operating expenditure for a period of six months, based on total expenditure of the year. This target level equates to £195,000 compared with the actual free funds of £176,507 held at the year end.

To Service aims to maintain a contingency fund in the event of a catastrophic reduction of income which will allow the Trustees and management time to determine the most appropriate way forward for the service, and provide funds, available at the discretion of the Trustees, to support service delivery proposals.

#### **FUTURE PLANS**

#### Priorities for 2021/2022

- 1. Continue to manage the Carers Service offer using Digital platforms due to the Impact of COVID -19
- 2. Provide a blended approach to returning to the Carers Centre
- 3. Slowly introduce face to face work with carers, visitors and other professionals
- 4. Secure continuation funding for existing funding streams
- 5. Launch new Website June 2021
- 6. Continue Lasting Power of Attorney Service
- 7. Generate additional income by fundraising and bid writing
- Work in partnership with the BwD Borough Council in increasing accessibility and take up of Statutory Carers
  Assessments and develop Carer Mental Health Support.
- 9. Develop a new Carers Service Strategy for 2021 2024
- 10. New Projects
- 11.New Counselling provision
- 12. New Therapy Room for Carers
- 13. Sitting Service for Dementia Carers

### STRUCTURE, GOVERNANCE AND MANAGEMENT

#### Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

#### Charity constitution

The company is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 19th July 2006 and is a registered charity number 1120110.

# REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

#### STRUCTURE, GOVERNANCE AND MANAGEMENT

#### Recruitment and appointment of new trustees

The management of the charitable company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum and Articles of Association dated 19 July 2006.

#### POLICIES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES

Policies are in place to induct and train new Trustees and comply with the Memorandum and Articles of Association.

#### All Trustees:

- · Have a full induction
- Take part in Governance Training
- · Are allocated a subcommittee role
- Are given a Carers Service Trustee Handbook
- Are given A hard copy of Good Governance handbook (NCVO)
- · Complete a Trustee Appraisal

#### Organisational structure

The charitable company is managed by a full committee of the Trustees. Meetings are held regularly to effectively control the running of the organisation.

- · Trustee Board meets quarterly
- · Subcommittees meet quarterly
- Trustee roles Chair, Vice Chair, Treasurer and Secretary.
- · A Scheme of Delegation is in place to ensure decisions are authorised at the correct level of responsibility

#### There are 6 Trustees:

- Alan pickup Chair
- David Radley Vice Chair
- Graham Brindley Treasurer
- · Hilary Nan Goodall
- · James Hadleigh

### New

Marc Kirker January 2021

#### Resigned

- Rosalind Nuttall June 2020
- Joanne Bury June 2020

Rosalind sadly passed away in this year. The Carers Service would like to say thank you, acknowledge her commitment and support in her role as a Trustee and

#### Risk management

The Trustees have assessed the major risks to which the charitable company is exposed, in particular those related to the operations and finances of the charitable company, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

- Risks are standing agenda item and are reviewed and addressed at Trustee Board Meetings
- Covid The Service has the appropriate risk assessments in place in line with Government guidelines

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number: 05881757 (England and Wales)

Registered Charity number: 1120110

Registered office

Blackburn with Darwen Carers Services

Kingsway Greenhurst Place

BB2 1NA Blackburn.

**Trustees** 

Mrs HN Goodall

D Radley J Hadleigh

G Brindley

Ms R B Kelly Nuttall (resigned

10.6.2020)

A Pickup

J Bury (resigned 10.6.2020)

M Kirker (appointed 25.1.2021)

Company Secretary

Ms S Morris

Independent Examiner

Peter Buck

FCA DChA

TLL Accountants Ltd Chartered Accountants

7-9 Station Road

Hesketh Bank

Preston

Lancashire

PR4 6SN

**Bankers** 

Barclays Bank

#### KEY MANAGEMENT PERSONNEL

During the year the Trustees delegated responsibility for the day-to-day management of the charity to the following senior employees:

Sam Morris - Chief Executive Officer

Clare Hobley - Head of Services

#### MEMBERS' LIABILITY

The Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

### STATEMENT OF TRUSTEES' RESPONSIBILITIES

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

M Puly

# INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BLACKBURN WITH DARWEN CARERS SERVICE LTD

Independent examiner's report to the trustees of Blackburn with Darwen Carers Service Ltd ('the Company') I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2021.

#### Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

#### Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA DChA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- 1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2. the accounts do not accord with those records; or
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Peter Buck FCA DChA

TLL Accountants Ltd Chartered Accountants

7-9 Station Road Hesketh Bank

Preston

Lancashire

PR4 6SN

9/6/2021

# STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted funds	Restricted fund £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM Donations and legacies	2	3,471	152,931	156,402	131,130
Charitable activities Direct charitable activities	4	248,492	-	248,492	313,054
Other trading activities	3	1,749	165	1,914	11,979
Total		253,712	153,096	406,808	456,163
EXPENDITURE ON Raising funds	5	906	_	906	3,474
Charitable activities	6				
Direct charitable activities		246,784	143,557	390,341	427,989
Total		247,690	143,557	391,247	431,463
NET INCOME		6,022	9,539	15,561	24,700
Transfers between funds	16	22,778	(22,778)		
Net movement in funds		28,800	(13,239)	15,561	24,700
RECONCILIATION OF FUNDS					
Total funds brought forward		197,707	29,445	227,152	202,452
TOTAL FUNDS CARRIED FORWARD		226,507	16,206	242,713	227,152

### BALANCE SHEET 31ST MARCH 2021

	Notes	Unrestricted funds	Restricted fund £	2021 Total funds £	2020 Total funds £
FIXED ASSETS Tangible assets	13	4,771	-	4,771	4,370
CURRENT ASSETS Debtors Cash at bank and in hand	14	1,086 224,545	16,206	1,086 240,751	4,517 227,506
		225,631	16,206	241,837	232,023
CREDITORS Amounts falling due within one year	15	(3,895)		(3,895)	(9,241)
NET CURRENT ASSETS		221,736	16,206	237,942	222,782
TOTAL ASSETS LESS CURRENT LIABILITIES		226,507	16,206	242,713	227,152
NET ASSETS		226,507	16,206	242,713	227,152
FUNDS Unrestricted funds:	16				
General fund Designated Fund				176,507 50,000	147,083 50,624
Restricted funds:				226,507	197,707
Restricted funds.				16,206	29,445
TOTAL FUNDS				242,713	227,152

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

# BALANCE SHEET - continued 31ST MARCH 2021

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

A Pickup - Trustee

G Brindley - Trustee

#### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

#### 1. ACCOUNTING POLICIES

#### Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

#### Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

#### Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

#### Allocation and apportionment of costs

Costs not directly associated with a given charitable activity or fundraising activity should be allocated to these activities on an appropriate basis. Support costs relating to fundraising are absorbed during the year as part of the management account process and as such a fair allocation has already been made to this activity. The remaining support costs are all allocated to the one direct charitable activity.

### Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Equipment and IT

- 25% on cost

#### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

#### Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

#### Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

#### Company status

The charitable company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company.

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

2.	DONATIONS AND LEGA	CIES		
			2021	2020
	Donations		£ 2,972	£ 9,633
	Grants		153,430	121,497
			156,402	131,130
		ha shawa are sa Callanna		
	Grants received, included in t	ne above, are as follows:		
			2021	2020
	D' I 44 E 1		£	£
	Big Lottery Fund Eric Wright Trust		92,269	87,994 17,500
	Awards For All		10,000	-
	Carers Trust		18,289	16,003
	Community Foundation for L	ancashire	5,000	-
	The Rank Foundation Triangle Trust		22,872 5,000	-
	Triangle Trust			
			153,430	121,497
3.	OTHER TRADING ACTIV	VITIES	2021	2020
			2021 £	2020 £
	Fundraising events		1,914	11,979
4.	INCOME FROM CHARIT	ABLE ACTIVITIES	2021	2020
		Activity	2021 £	2020 £
	Sundry income	Direct charitable activities	5,117	6,106
	Room hire and support		no decimals	
	services	Direct charitable activities	3,250	4,423
	Contract income	Direct charitable activities	240,125	302,525
			248,492	313,054
	Grants received, included in	the above, are as follows:	2021	2020
			2021 £	2020 £
	BWD Borough Council		214,999	89,583
	Families, Health and Wellber	ing Consortium	900	176,603
	Shelter		24,226	_36,339
			240,125	302,525

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

#### 5 RAISING FUNDS

5.	RAISING FUNDS				
	Raising donations and legacies			2021	2020
	Fundraising costs			<u>906</u>	£ 3,474
6.	CHARITABLE ACTIVITIES COSTS		Grant funding of		
		Direct Costs £	activities (see note 7)	Support costs (see note 8)	Totals £
	Direct charitable activities	379,493	8,583	2,265	390,341
7.	GRANTS PAYABLE			2021	2020
	Direct charitable activities			£ 8,583	£ 15,460
8.	SUPPORT COSTS				Governance costs
	Direct charitable activities				£ 2,265
9.	NET INCOME/(EXPENDITURE)				
	Net income/(expenditure) is stated after charging	g/(crediting):			
				2021	2020

# 10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2021 nor for the year ended 31st March 2020.

# Trustees' expenses

Depreciation - owned assets

Trustees' expenses paid during the year totalled £Nil (2020: £60).

£

3,611

£

2,824

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

#### 11. STAFF COSTS

Net movement in funds

RECONCILIATION OF FUNDS

TOTAL FUNDS CARRIED FORWARD

Total funds brought forward

12.

None of the employees have employee benefits in excess of £60,000.

The average number of staff employed during the period was 8 (2020: 12).

COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

The key management personnel of the charity comprise the Chief Executive Officer; the Head of Projects; and the Head of Advisers. The total employee benefits of the key management personnel of the charity during the year were £60,549 (2020: £72,816).

Restricted

Unrestricted

17,090

180,617

197,707

7,610

21,835

29,445

Total

#### funds fund funds £ £ £ INCOME AND ENDOWMENTS FROM Donations and legacies 8,416 122,714 131,130 Charitable activities 313,054 Direct charitable activities 313,054 Other trading activities 8,004 3,975 11,979 Total 329,474 126,689 456,163 **EXPENDITURE ON** 3,474 Raising funds 3,474 Charitable activities 427,989 Direct charitable activities 320,106 107,883 Total 323,580 431,463 107,883 24,700 **NET INCOME** 5,894 18,806 Transfers between funds 11,196 (11,196)

24,700

202,452

227,152

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

13.	TANGIBLE FIXED ASSETS				
					Equipment and IT £
	COST				27.722
	At 1st April 2020 Additions				51,433
	Additions				3,225
	At 31st March 2021				54,658
	DEPRECIATION				
	At 1st April 2020				47,063
	Charge for year				
	At 31st March 2021				49,887
	NET BOOK VALUE				
	At 31st March 2021				4,771
	At 31st March 2020				4,370
14.	DEBTORS: AMOUNTS FALLING DUE WIT	HIN ONE YE	CAR		
				2021	2020
	To be delegate			£	£
	Trade debtors Prepayments and accrued income			246 840	642 3,875
	repayments and accrued medine				3,873
				1,086	4,517
15.	CREDITORS: AMOUNTS FALLING DUE W	THIN ONE	VEAD		
15.	CREDITORS. AMOUNTS FALLING DUE W	TIME ONE	ILAK	2021	2020
				£	£
	Trade creditors			450	4,121
	Other creditors Accrued expenses			35	2,880
	Accided expenses			3,410	2,240
				3,895	9,241
16.	MOVEMENT IN FUNDS				
10.	MOVEMENT IN FUNDS		Net	Transfers	
			movement	between	At
		At 1.4.20	in funds	funds	31.3.21
	Unrestricted funds	£	£	£	£
	General fund	147,083	2,487	26,937	176,507
	Designated Fund	50,624	3,535	(4,159)	50,000
	Destricted for de	197,707	6,022	22,778	226,507
	Restricted funds Restricted	29,445	9,539	(22,778)	16,206
	100110104				
	TOTAL FUNDS	227,152	_15,561		242,713

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

# 16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

		Incoming resources	Resources expended £	Movement in funds £
Unrestricted funds		~	~	-
General fund		229,485	(226,998)	2,487
Designated Fund		24,227	(20,692)	3,535
Designated Fund			(20,072)	
Restricted funds		253,712	(247,690)	6,022
Restricted		153,096	(143,557)	9,539
Testifica		100,000	(1.0,007)	,,,,,
		<del></del>		
TOTAL FUNDS		406,808	<u>(391,247</u> )	15,561
Comparatives for movement in funds				
		Net	Transfers	
		movement	between	At
	At 1.4.19	in funds	funds	31.3.20
	£	£	£	£
Unrestricted funds	~	~	~	~
General fund	123,366	(948)	24,665	147,083
Designated Fund	57,251	6,842	(13,469)	50,624
Designated I und	37,231	0,042	(15,40)	30,024
	180,617	5,894	11,196	197,707
Restricted funds	160,017	3,074	11,170	177,707
Restricted	21,835	18,806	(11,196)	29,445
Restricted	21,655	10,000	(11,170)	27,443
TOTAL FUNDS	202,452	24,700		227,152
TOTAL FUNDS	202,432	24,700		227,132
Comparative net movement in funds, included i	n the above are a	as follows:		
		Incoming	Resources	Movement
		resources	expended	in funds
		£	£	£
Unrestricted funds		L	2	L
General fund		293,136	(294,084)	(948)
			(29,496)	
Designated Fund		36,338	(29,490)	6,842
		220 474	(222 500)	5 904
Destricted founds		329,474	(323,580)	5,894
Restricted funds		126 (00	(107 992)	10 006
Restricted		126,689	(107,883)	18,806
TOTAL FUNDS		456,163	<u>(431,463</u> )	24,700

#### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

# 16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	123,366	1,539	51,602	176,507
Designated Fund	57,251	10,377	(17,628)	_50,000
Restricted funds	180,617	11,916	33,974	226,507
Restricted	21,835	28,345	(33,974)	16,206
TOTAL PINDS	202.452	10.261		242.512
TOTAL FUNDS	202,452	<u>40,261</u>		242,713

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds	~	~	~
General fund	522,621	(521,082)	1,539
Designated Fund	60,565	(50,188)	10,377
Restricted funds	583,186	(571,270)	11,916
Restricted	279,785	(251,440)	28,345
TOTAL FUNDS	862,971	(822,710)	40,261

#### Transfers between funds

The transfers between fund represents costs incurred in head office and central activities relating to restricted projects which have been recharged by way of a management charge; and a transfer between general and designated funds to update the contingency fund for future restructuring costs.

### 17. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company operates a defined contributions pension scheme through True Potential. The assets of the scheme are held separately from the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £11,036 (2020: £11,550).

Monies totalling £1,490 (2020: £2,880) represented one month's contributions (2020: two months), and were payable to the fund at the balance sheet date and are included in creditors.

#### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2021

### 18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2021.

# 19. ULTIMATE CONTROLLING PARTY

The charitable company is controlled by the trustees.

#### 20. FUNDS

Restricted funds relate to voluntary donations and grants which are for specific purposes but not fully spent at the year end, and are as follows: Volunteer Academy £6,114; Awards For All £699; Big Lottery fund £6,915; Quilter - Asperations £2,478.

The designated funds relate to monies unspent at the year end received from contracted income/service level agreements which are not classed as restricted voluntary income but can still only be spent on specific projects, and a provision for continuity costs totalling £50,000.

There are also general free funds of £176,507.